



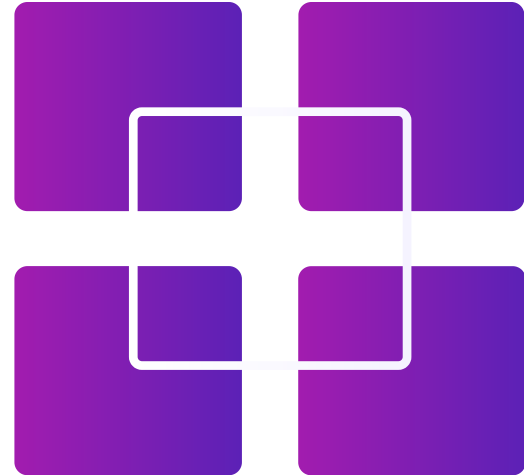
## Lecture 6

- Interviews (Qualitative methods)
- Human Resources



## Agenda

- Method: Interviews (Qualitative methods)
  - Quantitative vs. Qualitative methods
  - Maxwell (1992)
- Topic: Human Resources
  - Hiring human resources
  - Maintaining human resources
  - Turnover rates
- Discussion
  - Interviews in Human Resources: Rivera (2012)
  - Discussion questions
- Next class
  - Research (thesis) proposal



**Method: Archival data**

## Quantitative vs. Qualitative methods

- Interviews, observations, ethnography etc.
- Deep thinking (or “understanding”) about human mind

## Maxwell: 5 types of understanding

- Understanding vs. validity (e.g., internal; external)
- Differences across disciplines (psychology, sociology, anthropology, economics, etc.)
- Organizational Behavior is “applied” science, overlapping with those disciplines.
- “One-shot case study”

## Maxwell: 5 types of understanding

- Descriptive validity ("did I get it right?")
- Interpretive validity ("did I get the meaning of it right?")
- Theoretical validity ("did what I get match what I meant in theory?")
- Generalizability ("did what I get be generalizable internally and externally?")
- Evaluative validity ("did what I get right or wrong?")

## One method to rule them all?

- This isn't Lord of Rings. There is no one perfect method.
- Hubris vs. humility in your own method.
- Rigor: If you are an expert of your method, you should know all weaknesses.
  - 2016 US presidential election

## **Practice: Let's try to come up with interview questions!**

- Interviewing military personnel
- Interviewing hospital workers



**Topic: Human Resources**

## Human Resources research

- Managing human “resources”
- Hiring human resources
- Maintaining human resources
- Turnover rates

## Hiring human resources

- Effectiveness of procedures (e.g., interviews)
- Subjective vs. objective standards (e.g., the “fit”)
- Fairness of procedures (e.g., bias, discrimination)

## Maintaining human resources

- Keep employees productive (and satisfied, why?)
- Evaluating performance (e.g., matrix, peer evaluation)
- Rewarding performance (e.g., incentives, layoffs)

## Turnover rates

- Who are leaving? And why?
- Predictors of turnovers
- Solutions of turnovers

## **Interviews in Human Resources: Rivera (2012)**

## **Week 6 Discussion**

## Next Class

- Research (thesis) proposal